

Department of Children and Families

Agency Performance Dashboard

Q2 FY2018

Goal Met Key

✓ goal met, ✗ goal not met, ⌚ goal in progress. As determined by comparison of current data and target.

Trend Key

↑ trending in favorable direction, ↔ trend is holding, ↓ trending in unfavorable direction.

Economic Development

Getting jobs for participants in DCF employment programs

Metric Definition

The percent of individuals served by DCF's employment programs who started a job in the past 12 months.

| Goal Met | Current | Previous | Target | Trend |
|----------|---------|----------|--------|-------|
| ✗ | 34.3% | 34.5% | 36% | ↔ |

Reporting Cycle: Annual (October 1, 2016 - September 30, 2017)

Additional Details: The target was set internally by DCF in the fall of 2015. The metric includes participants from the Wisconsin Works (W-2) program which provides employment services and cash assistance to low-income custodial parents statewide, the Transform Milwaukee Jobs program which provides temporary subsidized employment to low-income adults in Milwaukee County, and the Transitional Jobs program which provides temporary subsidized employment to low-income adults in select counties across the state. The reporting cycle is one quarter behind due to lags in data maturity.

Engaging Wisconsin Works (W-2) participants in employment activities

Metric Definition

The percent of participants receiving a cash grant under the Wisconsin Works (W-2) employment program who are engaged full-time in federally qualifying activities such as work experience, job search, and education and training.

| Goal Met | Current | Previous | Target | Trend |
|----------|---------|----------|--------|-------|
| ✓ | 40.4% | 34.1% | 26.1% | ↑ |

Reporting Cycle: Quarterly (July 1, 2017 to September 30, 2017)

Additional Details: This is known as the Temporary Assistance for Needy Families (TANF) program's "Work Participation Rate." DCF chose to adopt as its goal the target set by the U.S. Department of Health and Human Services for Wisconsin's TANF program. In FFY 2017, Wisconsin's target was effectively reduced from 50.0% to 26.1%. To meet the standard, W-2 participants must complete 20-30 hours of activities weekly (actual

hours depends on the age of the participant's youngest child). The official federal Work Participation Rate is measured on a federal fiscal year basis. The data provided on this dashboard approximates the anticipated performance on a quarterly basis. The reporting cycle is one quarter behind due to lags in data maturity.

Reform and Innovation

Increasing the quality of child care programs

Metric Definition

The percent of child care programs participating in YoungStar that are rated as high quality (3, 4, or 5 Star quality level).

| Goal Met | Current | Previous | Target | Trend |
|----------|---------|----------|--------|-------|
| ✓ | 56.2% | 55.7% | 49% | ↑ |

Reporting Cycle: Quarterly (October 1, 2017 - December 31, 2017)

Additional Details: The target was set internally by DCF as a goal to reach by the end of 2016. The metric is focused on the percent of all providers participating in the YoungStar program that are of high quality. Providers that care for children participating in the Wisconsin Shares child care subsidy program are required to participate in YoungStar. Other programs may volunteer to participate, as long as they agree to accept any children utilizing Wisconsin Shares in the future.

Connecting children receiving Wisconsin Shares with high quality child care programs

Metric Definition

The percent of children from families receiving Wisconsin Shares child care subsidy support who are authorized to attend high quality child care providers (3, 4, or 5 Star quality level) as rated by YoungStar.

| Goal Met | Current | Previous | Target | Trend |
|----------|---------|----------|--------|-------|
| ✓ | 76.6% | 76.7% | 69% | ↔ |

Reporting Cycle: Quarterly (October 1, 2017 - December 31, 2017)

Additional Details: The target was set internally by DCF in 2014. The metric is focused on children whose low-income parents receive Wisconsin Shares child care subsidy and the quality of their child care programs as measured through YoungStar.

Providing stability for Milwaukee children in out-of-home care

Metric Definition

The percent of children in Milwaukee who experience 3 or fewer out-of-home placements in their current episode of care.

| Goal Met | Current | Previous | Target | Trend |
|----------|---------|----------|--------|-------|
| ✗ | 88% | 87% | 90% | ↑ |

Reporting Cycle: Quarterly (July 1, 2017 to September 30, 2017)

Additional Details: The target was set as part of the Milwaukee Child Welfare Settlement Agreement from 2002 (and then adjusted in 2012). It measures the percent of children in out-of-home care who have three or fewer placements during the previous 36 calendar months of their current episode in care. The reporting cycle is one quarter behind due to lags in data maturity.

Efficient and Effective Services

Achieving permanency for children in out-of-home care

Metric Definition

The percent of children who transition from an out-of-home care placement within 12 months to a permanent family setting.

| Goal Met | Current | Previous | Target | Trend |
|----------|---------|----------|--------|-------|
| ✓ | 41.0% | 40.4% | 40.5% | ↑ |

Reporting Cycle: Annual (January 1, 2016 - December 31, 2016)

Additional Details: DCF made the decision to adopt this target set by the U.S. Department of Health and Human Services in 2015 as part of the CFSR Round 3 standards. This is a federal metric that measures the percent of children who entered out-of-home care in a 12-month period (January 1, 2016 - December 31, 2016) and who moved to a permanent family setting within 12 months (through December 2017). Permanent family settings include: reunification with birth family, adoption, or guardianship.

Reducing the revictimization of children

Metric Definition

The percent of children with a substantiated report of maltreatment who are not revictimized within 12 months of substantiation.

| Goal Met | Current | Previous | Target | Trend |
|----------|---------|----------|--------|-------|
|----------|---------|----------|--------|-------|



96.2%

96.2%

90.9%



Reporting Cycle: Annual (January 1, 2016 - December 31, 2016)

Additional Details: DCF made the decision to adopt this target set by the U.S. Department of Health and Human Services in 2015 as part of the CFSR Round 3 standards. This metric identifies all children with substantiated maltreatment allegations during a year timeframe (January 1, 2016 - December 31, 2016) and looks forward one year (through December 2017) from each substantiated report to determine if there was subsequent substantiated maltreatment.

Providing timely initial contacts for reports of child maltreatment

Metric Definition

The percent of all initial contact visits during the month that were completed or attempted timely.

| Goal Met | Current | Previous | Target | Trend |
|----------|---------|----------|--------|-------|
| ✗ | 91.6% | 90.9% | 95% | ↑ |

Reporting Cycle: Quarterly (October 1, 2017 - December 31, 2017)

Additional Details: The target was set internally at DCF. After a report of alleged maltreatment is screened-in, an initial contact visit must be made by the child welfare agency within 24 hours, 48 hours, or 5 days, depending on the potential safety concerns for the child. This metric accounts for both those contacts that were attempted timely, and those that occurred timely.

Contacting children in out-of-home care on a monthly basis

Metric Definition

The percent of all children in out-of-home care who were visited by their caseworker in the month.

| Goal Met | Current | Previous | Target | Trend |
|----------|---------|----------|--------|-------|
| ⌚ | 93.5% | 96.0% | 95% | ↓ |

Reporting Cycle: Federal fiscal year-to-date (October 1, 2017 - November 30, 2017)

Additional Details: DCF made the decision to adopt this target set by the U.S. Department of Health and Human Services. Child welfare caseworkers are required to visit each child in out-of-home care every month they are in care. This metric is measured on a federal fiscal year (October - September) to date basis. There is a data lag in this measure as workers have 30 days to enter the information into the child welfare computer system (eWISACWIS). The comparison data in the "previous" column is from the first two months of the 2017 federal fiscal year (October 1, 2016 - November 30, 2016). Performance in this metric generally increases over the federal fiscal year.

Customer/Taxpayer Satisfaction

Establishing child support court orders

Metric Definition

The percent of child support cases with a court order established.

| Goal Met | Current | Previous | Target | Trend |
|----------|---------|----------|--------|-------|
| ✓ | 86.9% | 87.0% | 80% | ↔ |

Reporting Cycle: Federal fiscal year-to-date (October 1, 2017 - December 31, 2017)

Additional Details: DCF made the decision to adopt this target set by the U.S. Department of Health and Human Services. This metric is measured on a federal fiscal year (October - September) to date basis. The data provided in this quarter represents the first quarter of the 2018 federal fiscal year. The comparison data in the "previous" column is from the first quarter of the 2017 federal fiscal year (October 1, 2016 - December 31, 2016).

Increasing current child support paid

Metric Definition

The percent of child support paid the month that it is due.

| Goal Met | Current | Previous | Target | Trend |
|----------|---------|----------|--------|-------|
| ✗ | 74.4% | 74.3% | 80% | ↔ |


Reporting Cycle: Federal fiscal year-to-date (October 1, 2017 - December 31, 2017)

Additional Details: DCF made the decision to adopt this target set by the U.S. Department of Health and Human Services. Only the State of Pennsylvania met the standard in federal fiscal year 2016 (the latest year for which national data is available). In FFY 2016, Wisconsin had the 2nd highest percentage of current child support paid. This metric is measured on a federal fiscal year (October - September) to date basis. The data provided in this quarter represents the first quarter of the 2018 federal fiscal year. The comparison data in the "previous" column is from the first quarter of the 2017 federal fiscal year (October 1, 2016 - December 31, 2016).

Increasing past child support paid

Metric Definition

Percent of child support cases with unpaid debt balances (past child support or arrears) that have a collection during the federal fiscal year.

| Goal Met | Current | Previous | Target | Trend |
|---|---------|----------|--------|-------|
|  | 47.6% | 47.2% | 80% | ↔ |

Reporting Cycle: Federal fiscal year-to-date (October 1, 2017 - December 31, 2017)

Additional Details: DCF made the decision to adopt this target set by the U.S. Department of Health and Human Services. Only the State of Pennsylvania met the standard in federal fiscal year 2016 (the latest year for which national data is available). In FFY 2016, Wisconsin had the 11th highest percentage of past child support paid. This metric is measured on a federal fiscal year (October - September) to date basis. The data provided in this quarter represents the first quarter of the 2018 federal fiscal year. The comparison data in the "previous" column is from the first quarter of the 2017 federal fiscal year (October 1, 2016 - December 31, 2016). Performance in this metric generally increases over the federal fiscal year.

Open and Transparent Government

Total number of public records requests received

Metric Definition

Total number of public records requests received.

| Current | Previous | Trend |
|---------|----------|-------|
| 127 | 161 | ↓ |

Reporting Cycle: Quarterly (October 1, 2017 - December 31, 2017)

Additional Details: Executive Order #235 requires agencies to post public records metrics. Requests may be received verbally or in writing and are logged by the agency when received.

Total number of public records requests completed

Metric Definition

Total number of public records requests completed.

| Current | Previous | Trend |
|---------|----------|-------|
| 130 | 164 | ↓ |

Reporting Cycle: Quarterly (October 1, 2017 - December 31, 2017)

Additional Details: Executive Order #235 requires agencies to post public records metrics. Completed or closed means no further action is required by the agency. Requests completed during this reporting cycle may have been initiated during a previous quarter.

Average time taken to fulfill public records requests

Metric Definition

Total time taken (in business days) to fulfill public records requests divided by the total number of public records requests completed in this reporting cycle.

| Goal Met | Current | Previous | Target | Trend |
|----------|----------|-----------|---------|-------|
| ✓ | 9.7 days | 11.2 days | 10 days | ↑ |

Reporting Cycle: Quarterly (October 1, 2017 - December 31, 2017)

Additional Details: Executive Order #235 requires agencies to post public records metrics. This metric includes requests fulfilled this quarter although the requests may have been initiated in a previous quarter. Weekends, legal holidays, time spent waiting due to an open investigation or assessment, time spent waiting for payment of invoices, and time spent waiting for clarification from requestor are not counted in total business days. Requests received and fulfilled within one business day are calculated as zero days. Fulfilled means no further action is required by the agency.

Percentage of public records requests acknowledged within one business day

Metric Definition

Percentage of public records requests sent to the agency's primary public requests inbox and acknowledged by the next business day.

| Goal Met | Current | Previous | Target | Trend |
|----------|---------|----------|--------|-------|
| ✓ | 100% | 100% | 100% | ↔ |

Reporting Cycle: Quarterly (October 1, 2017 - December 31, 2017)

Additional Details: This does not include requests sent via channels other than the primary public requests inbox. Acknowledged is defined as a response sent back to requestor by the next business day. Business days do not include weekends or legal holidays.

Percentage of current employees completing public records training

Metric Definition

Percentage of current employees that completed public records training by March 1 of each calendar year.

| Goal Met | Current | Previous | Target | Trend |
|----------|---------|----------|--------|-------|
| ✓ | 100% | N/A | 100% | N/A |

Reporting Cycle: Annual (March 1, 2016 - February 28, 2017)

Additional Details: Public records training is available to state employees via our enterprise learning management system. All state employees (permanent, project, and limited term) are required to complete this training. This metric is measured annually on March 1 for employees that started before February 1. Data does not include employees who completed the training, but left employment before the end of the reporting cycle. This is the first reporting cycle. Previous and trend will not be available until the next reporting cycle.

Percentage of new employees completing public records training

Metric Definition

Percentage of new employees that completed public records training within 30 calendar days of their start date.

| Goal Met | Current | Previous | Target | Trend |
|----------|---------|----------|--------|-------|
| ✓ | 100% | 100% | 100% | ↔ |

Reporting Cycle: Quarterly (October 1, 2017 - December 31, 2017)

Additional Details: Public records training is available to state employees via our enterprise learning management system. All new state employees (permanent, project, and limited term) are required to complete the training within 30 calendar days of their start date.

Percentage of exiting employees that received notice of public records retention obligations

Metric Definition

Percentage of exiting employees that received notice of public records retention obligations on or before last day of employment.

| Goal Met | Current | Previous | Target | Trend |
|----------|---------|----------|--------|-------|
| ✓ | 100% | 100% | 100% | ↔ |

Reporting Cycle: Quarterly (October 1, 2017 - December 31, 2017)

Additional Details: It is required that all exiting employees receive notice of public records retention obligations on or before last day of employment.